

**COMMONWEALTH OF VIRGINIA
VIRGINIA EMPLOYMENT COMMISSION**

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Title:	Core Services under Workforce Investment Act Title I Programs

PURPOSE

Under the Workforce Investment Act (WIA), core services must be universally accessible to all individuals through the one-stop system, regardless of eligibility status. Individuals who receive core services that are determined to be self-service or informational in nature are not required to be registered participants. However, the WIA requires individuals who receive staff-assisted core services to be registered as WIA participants and be included in the performance measures for the workforce investment system. The purpose of this policy is to clarify the point of registration for WIA participants and to further define staff-assisted core services under the WIA Title I programs.

REFERENCES

Code of Virginia, Section 9-329.1(F).

Workforce Investment Act; Interim Final Rule, 20 CFR Parts 662, 663.

P.L. 105-220, Workforce Investment Act (WIA), Sections 101 and 121.

Training and Employment Guidance Letter No. 7-99, March 3, 2000 - Core and Customer Satisfaction Performance Measures for the Workforce Investment System.

POLICY STATEMENT

Although core services are universally accessible, the staff-assisted level of core services requires registration. Additionally, as more services become necessary, eligibility criteria and the conditions required for adults and dislocated workers to participate in intensive WIA services and training activities begin to direct the flow of WIA funds.

Universal Access

Universal access means that all individuals shall have equal access to WIA core services and that no individual shall be at a particular disadvantage or shall encounter unnecessary difficulty in gaining access to those services. The provision of universal access to core services must take into account issues such as:

1. Eliminating architectural and programmatic barriers to individuals with disabilities;
2. Facilitating access for individuals with poor computer skills to computer based information and services;
3. Excluding place of residence as an eligibility criteria for receiving services; and
4. Furnishing access to a physical location with minimal transportation barriers and flexible hours of operation.

Point of Registration

Registration is required for all WIA participants **before** they enter staff-assisted core services or intensive services (if staff-assisted core services are not provided). Registration is not required for participants who receive WIA core services that are classified as self-service or informational.

Services that are designed to inform and educate individuals about the labor market, their employment strengths, weaknesses and the range of services appropriate to their situation are considered informational in nature, and therefore do not require registration. Staff-assisted core services are defined as services that are individualized, go beyond self-service, and are provided on a one-on-one basis or a small group setting with the assistance of a staff member. These services are normally provided after the customer has utilized self-services, and are tailored to the individual's needs. Registration is required before receiving staff-assisted core services.

Self-Service/Informational Core Services

Although additional core services may be added, as necessary, the following mandatory **self-service and informational core services** must be accessible to all individuals through local one-stop service delivery systems, having no requirements for participant registration, eligibility, qualification or prioritization of service:

1. Outreach, intake and orientation to the information and other services available through the one-stop delivery system;
2. Initial assessment of skill levels, aptitudes, abilities, and supportive service needs. Self-administered assessments in which the customer takes the assessment and interprets the results with no assistance from staff are considered to be self-service core services and do not require registration. (*This could include initial development of an employment plan [TEGL 7-99]*)
3. Provision of employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - a. Job vacancy listings in such labor market areas;
 - b. Information on job skills necessary to obtain the listed jobs; and
 - c. Information relating to local occupations in demand and the earnings and skill requirements for such occupations.
4. Provision of performance information and program cost information on:
 - a. Eligible providers of WIA training services;
 - b. Eligible providers of WIA youth activities;
 - c. Providers of adult education described in title II;
 - d. Providers of postsecondary vocational education activities and vocational education activities available to school dropouts under the Carl D. Perkins Vocational and Applied Technology Education Act; and
 - e. Providers of vocational rehabilitation program activities described in the Rehabilitation Act of 1973.
5. Provision of information regarding filing claims for unemployment compensation;

6. Provision of accurate information relating to the availability of supportive services, including child care and transportation, available in the local area, and referral to such services, as appropriate;
7. Provision of information regarding how the local area is performing on the local performance measures and any additional performance information with respect to the one-stop delivery system in the local area;
8. Information and assistance in applying for:
 - a. Welfare-to-Work activities and
 - b. Programs of financial aid assistance for training and education programs that are not funded under WIA and are available in the local area.
9. Self-help job search and placement assistance; and
(Note: Registration is not required for self-help job search activities in a career/resource center, job referrals that are informational in nature or referrals to labor exchanges. One-on-one or group instruction on how to conduct a job search using the self-service resources of a career center can be provided without WIA registration, as well. [TEGL 7-99])
10. Access to the core services and information about all programs of required partner agencies.
(Note: At a minimum, partner core services must be available at the local comprehensive one-stop center and included in the MOU. [20 CFR 662.250])

Staff-Assisted Core Services

The following mandatory **staff-assisted core services** must be accessible to all individuals through local one-stop service delivery systems. Staff-assisted core services are designed for those job seekers who may not be job ready, and are in need of a more customized and hands-on approach to identifying job seeking or occupational skill needs. Participant registration is required for staff-assisted core services.

Both job search and placement assistance, including career counseling are examples of staff-assisted core services. Additional examples include staff-assisted job clubs and workshops, one-on-one assistance to clients, job development when staff works with both jobseeker and employer and job referrals when staff assists with testing and background checks. [TEGL 7-99]

RESCISSIONS: This policy replaces a portion of 00-06, “Universal Access, Adult Eligibility and Priority of Services.”

APPROVED:

Marjorie Connelly, Chair
Virginia Workforce VWC

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DATE: January 3, 2005